



Telrock

ENABLING BETTER INTERACTIONS



SmartService

Better Communications.

Better Customer Service.

Organizations are struggling to provide a better and more consistent digital channel communication experience across the customer lifecycle. Businesses want an enterprise-level digital communication platform that provides a broader and richer set of digital multi-channel communication capabilities. One that is quick to deploy, easy to use, offers more flexibility, and supports omni-channel communications.

Telrock meets this need with **SmartService** – a cloud based, feature rich digital channel communications platform, that can be quickly deployed.

Improve customer engagements.

More intelligent, consistent, and unified messages.

That's Telrock SmartService.

Telrock is a Global provider of modern, more intelligent software solutions that improve customer contact, engagement, and collections management.

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SmartService

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Telrock is a Global technology provider of SaaS based software solutions for use across the consumer credit lifecycle. Key products include: **SmartService**, a digital channel communication platform for use across the customer life cycle, **SmartCollect**, a digital channel customer contact and a self-serve payment portal designed for collections, and **Optimus**, an enterprise class integrated collections & recoveries platform. Telrock serves major lenders, processors, and BPO's across Europe, Asia, and North America, with offices in London, UK and Atlanta GA.

TELROCK

Enabling Better Interactions.

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A cloud-based digital communication platform that improves customer relationships.

Broadening set of digital channel messaging features and functions:

- » Email and 1 & 2-way SMS, with automated message interaction options, including AI supported Natural Language Processing
- » User accessible, centralized message management portal with a robust content management and configuration engine for creating and maintaining consumer friendly messaging
- » Real time platform processing
- » Dynamic reporting
- » Digital channel consent capture and maintenance features
- » Pay-as-you-go pricing with no upfront license fee

Processes and workflows for use throughout the customer life cycle, including:

Marketing

- » Special offers with clear calls to action
- » Additional bundled service discount offers
- » Seasonal or anniversary qualification campaigns

Customer Acquisition

- » Welcome messages Underwriting/application or service processing update alerts
- » Account application, coverage or service approval alerts
- » Service, account or coverage activation alerts

Customer Care

- » Regulatory mandated account or service alerts
- » Periodic informational alerts
- » Service impact notices

Fraud

- » Suspicious or unusual activity alerts
- » One time password or device provisioning alerts